

HAMILTON-HAYNES WATER WORKS

**255 North Hwy. 52 Suite 1-B
Moncks Corner, SC 29461
843.761.4959**

Protection of Customer Data

Hamilton-Haynes Water Works does not have any electronic copies of customer data. All customer data, which is a paper copy, is locked in a filing cabinet. This data contains only a copy of a driver's license, a service address and billing address. If a customer requests a disconnection due to selling a property, all paper work is located and shredded.

103-823.2 Protection of Customer Data Section H. Public Utility Guidelines

(a) Customer Notice and Awareness:

Hamilton-Haynes Water Works is notifying all customers of this information and posting this information in the office.

(b) Customer Choice and Consent:

Hamilton-Haynes Water Works does not share any customer information with a third party. If at some point in the future this policy changes, all customers will be notified and given 60 days to opt out of sharing this information.

(c) Customer Data Access:

Any customer needing access to any and all data held at *Hamilton-Haynes Water Works* can call and request a copy at any time.

(d) Data Quality and Security Procedures and Measures:

If a customer moves or request cancellation of service, all paperwork associated with that customer is shredded as of the date the account is closed.

(e) Public Utility Accountability and Auditing:

Hamilton-Haynes Water Works does not share any data with a third party. Customer data is only available to the office personal (only one person). This

company consist of two persons and only one has access to customer data.

(f) Frequency of Notice to Customers:

Going forward, *Hamilton-Haynes Water Works* will send this policy to all customers with the yearly water bill sent out in December.

(g) Due Diligence Exercised by Utility When Sharing Customers Data with Third Parties:

Hamilton-Haynes Water Works does not share any data with third parties.

If you have any questions regarding these policies, please call us at 843-761-4959.

Thank You,
Hamilton-Haynes Water Works